



# Improving Healthcare Together

A Consumer, Carer and Community Engagement Strategy

2016-2020



## Consumer, Carer and Community Engagement Strategy Plan 2016-2020

Published by the State of Queensland (Metro South  
Hospital and Health Service), January 2020



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## Message from the Chair

It is with great pleasure that I present the Metro South Health Consumer, Carer and Community Engagement Strategy 2016-2020.

I am very proud of the inroads Metro South Health has made in engaging with consumers and the community over the past three years. We have established a strong Community of Interest and a Consumer Network that actively works with us to help ensure our services meet the needs of the community as best we can.

I would like to thank our consumers who have worked tirelessly with us. I am proud of the work we have done together and how staff, our consumers, carer's and the community have embraced the opportunity to learn from each other.

The value of community engagement in health care should not be underestimated. We cannot see or know everything, so it is vital we engage with our stakeholders to fill this 'blind spot'. At Metro South Health we acknowledge engagement is an important step in creating the kind of health care service we want to deliver for our region – a health service that puts the people it serves at the centre.

I strongly believe the best way to achieve this is through meaningful engagement with our consumers, carers' and communities. Meaningful engagement should be based on our shared principles and

understanding, where we listen and respond to each other's experiences and perspectives and learn from each other.

This strategy continues the journey we began in 2012. We hold on to our fundamental belief that the people who use our services have a say in the planning, design and evaluation of these services, and that belief is at the heart of this strategy.

### **Terry White AO**

Chair, Metro South Hospital and Health Board

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## Our engagement mission

Metro South Health's consumers, carers and community are at the centre of everything we do. We are respectful of, and responsive to the preferences, needs and values of people—regardless of where they are in their individual healthcare journey—and the families and communities in their support networks.

We acknowledge and embrace the diversity in our region. We listen and use appropriate tools and techniques that encourage effective two-way communication. We form genuine partnerships with our consumers, carers and the community to develop and deliver solutions to improve service planning and design, service delivery and service monitoring and evaluation of health services and programs.



...the closer we can get to the community, the better we can understand the needs of our communities...

- Mr Terry White AO

Chair, Metro South Hospital and Health Board

## Definitions

The following definitions have been taken from the Health Consumers Queensland (HCQ) Consumer and Community Engagement Framework<sup>1</sup>.

**Consumers** – are people who use, or are potential users, of health services including their family and carers. Consumers may participate as individuals, groups, organisations of consumers, consumer representatives or communities.

**Carers** – The Carers (Recognition) Act 2008 identifies a carer as an individual who provides, in a non-contractual and unpaid capacity, ongoing care or assistance to another person who, because of disability, frailty, chronic illness or pain, requires assistance with everyday tasks.

**Community** – refers to groups of people or organisations with a common local or regional interest in health. Communities may connect through a community of place such as a neighbourhood, region, suburb; a community of interest such as patients, industry sector, profession or environment group; or a community that forms around a specific issue such as improvements to public healthcare or through groups sharing cultural backgrounds, religions or languages.

<sup>1</sup> HCQ, op. cit..

**Consumer engagement** – informs broader community engagement. Health consumers actively participate in their own healthcare and in health policy, planning, service delivery and evaluation at service and agency levels.

**Community engagement** – refers to the connections between government, communities and citizens in the development and implementation of policies, programs, services and projects. It encompasses a wide variety of government-community interactions ranging from information sharing to community consultation and, in some instances, active participation in government decision making. It incorporates public participation, with people being empowered to contribute to decisions affecting their lives, through the acquisition of skills, knowledge and experience.



...by having consumers who are health literate, who understand the workings of the body and various health conditions will assist both clinicians and the whole care team in enhancing the patient's health journey.

- Anna Voloschenko

Patient Education and Health Literacy Working Group, Metro South Health Falls Prevention Committee

## Our engagement journey so far...

Metro South Health began its engagement journey in 2012 with our first Consumer and Community Engagement Strategy 2012-2015. The strategy set up the systems, processes and governance to help us engage effectively with our consumers and community, and to build and work in partnership with the people who use our healthcare system and the broader community.

We have now completed implementing our first strategy. You can see some of what we achieved in our Consumer and Community Engagement Strategy 2012-2015 Report. Key achievements focus around seven core areas and include:

- » Development of structure, systems and processes
- » Governance
- » Strategy development and planning
- » Health literacy
- » Capital projects
- » Design and innovation
- » Research

### We've built community and partnerships and participated in community events:

- NAIDOC Week
- Beaudesert Show
- Punyhara
- Multicultural Week

### Since 2012 we have:

- registered 525 community of interest members
- held 117 online engagement activities
- engaged 4,740 people in online engagement activities
- appointed 40 consumers on 27 strategic committees
- supported our consumers through professional development opportunities
- included consumers on recruitment panels
- received 3,376 likes on the Metro South Health Facebook page
- 1,729 followers on the @pahospital twitter account
- received more than two million visits to our website
- held focus groups and workshops to gain feedback from the community
- partnered with Griffith University on the Citizens Juries Australian Research Council Linkage Grant.

### Consumer and community input has helped us:

- improve patient information and signage at our facilities
- improve health policy and planning including Health Service Plans and the Addiction and Mental Health Draft Strategic Plan
- complete capital projects including Logan Hospital Expansion, Princess Alexandra Hospital foyer redevelopment, QEII Jubilee Hospital Emergency Department, Wynnum Health Precinct, and Logan Hospital Car Park Plan
- better engage with our multicultural and Aboriginal and Torres Strait Islander populations through our Health Equity and Access Unit
- modify some of our governance systems to ensure the best possible care is provided
- change our appointment scheduling approach for maternity care.



...moving forward... our, Metro South Health's Consumer Engagement Strategy from 2012 up until now (2015), was us coming together in the beginning, because it really was the start of an evolution. We are in the process now of staying together...and the next step is working together, and that will drive our success.

**- Amber Williamson**

Reland Hospital Patient Safety and Quality Committee  
Redland Hospital Consumer Advisory Committee



## Moving forward...

Metro South Health values the feedback our consumers and community provide us. Harnessing this feedback, valuing it, and incorporating it where practical ensures our health care services meet the community's needs. A review of the strategy began in mid-2015 to ensure we remain connected with the community, and our engagement approach and tools are both modern and relevant. A consumer and community forum was held as part of the review process on 29 September 2015 to seek input into our new strategy.

The forum was advertised through a number of channels including bulk and individual emails, face-to-face meetings and telephone interactions with a direct reach of more than 500 consumers and community members. In addition materials were provided to other key stakeholders to spread the word, including all State Members of Parliament and Local Government Authorities in our region, Health Consumers Queensland, Non-Government Organisations (NGO) and Peak Bodies.

The forum was attended by approximately 100 consumers, carers, community members and representatives from NGOs and peak bodies and included representatives from Aboriginal and Torres Strait Islander and multicultural populations. A number of engagement techniques, including paired

interviews (improbable pairs) and a world café style workshop, were used to help us develop the key messages that form the foundations of this strategy.

Throughout October and November 2015 we closed out the engagement loop by consulting on our draft Consumer, Carer and Community Engagement Strategy 2016-2020. The feedback we received has been incorporated into this final strategy.

This strategy sets out Metro South Health's consumers, carers and community engagement approach for the next three years. The strategy outlines the actions we will take to facilitate meaningful engagement in relation to the planning, design, delivery and evaluation of healthcare services in our region, in order to meet the needs of the people who use them. It also provides the mechanism to enable us to gather feedback about initiatives and reforms that will impact service delivery and to monitor the quality and safety of our services, to deliver improved services for consumers and the community.

This strategy will also help us meet the legislative requirements of the Hospital and Health Board Act 2012 and the National Safety and Quality Health Service Standards.

### Forum advertising by numbers

- Community of Interest Newsletter (400 members)
- Direct emails to Community of Interest members
- Direct email to Consumers on Committees (40 members)
- Direct email to state Members of Parliament (22)
- Direct emails to Non-Government Organisations and Peak Bodies (154)
- 30 meetings, telephone calls or emails to A&TSI individuals or groups
- 30 meetings, telephone calls or emails to multicultural groups or individuals

## Who is Metro South Health?

Metro South Health is a person centred organisation that provides public health services, health education and research in the Brisbane south, Logan, Redlands and Scenic Rim regions.

Our health service's catchment spans 3,856 square kilometres and covers the area from the Brisbane River in the north to Redland City in the east, south to Logan and the eastern portion of the Scenic Rim to the border of New South Wales.

Within our region we have five major hospitals and a number of health centres.

### Education and research

Metro South Health is committed to continual improvement and finding better ways to provide services to our consumers, carers, and communities. We have strong links with the University of Queensland, Queensland University of Technology and Griffith University, as well as several other Queensland universities in undergraduate and post-graduate teaching programs in medicine, nursing and allied health.

Metro South Health is internationally recognised as a leader in biomedical and clinical research. Princess Alexandra Hospital is home to the new Translational Research Institute (TRI) – a world class medical research facility housing over 700 researchers from four of the country's pinnacle institutions (The University of Queensland, Queensland University of Technology, Mater Medical Research Institute and Queensland Health).

### Our hospitals

- Beaudesert Hospital
- Logan Hospital
- Princess Alexandra Hospital
- QEII Jubilee Hospital
- Redland Hospital

### Major health centres

- Beenleigh
- Browns Plains
- Dunwich
- Eight Mile Plains
- Inala
- Logan Central
- Redland
- Wynnum



## Who are our consumers, carers and communities?

Metro South Health is home to a large and diverse population. Our consumers are the people who use our services, along with their friends, family and carers who support them on their healthcare journey. Our community includes more than one million residents, non-government, other government agencies and private sector agencies that operate in the region. Given the diversity of the region, and the mix of rural and urban populations, it is important that Metro South Health remains flexible to ensure our services are designed with the community at the forefront of everything that we do. At the time of the 2011 Census, the Metro South Health district had 40,375 persons in need of assistance with a core activity, representing 4.1 per cent of the total population<sup>2</sup>

Our region includes a mix of urban, rural and the Bay Island communities. Two per cent of our population identify as Aboriginal and/or Torres Strait Islander, and more than a quarter of residents are from a different culture or language group. Of residents born overseas, 42 per cent speak a language other than English at home. Chinese languages were the most common language spoken, followed by Vietnamese. Metro South is also an area of significant refugee settlement. This has been a consistent trend for many years and has resulted in the need for specific programs for this population group.

<sup>2</sup> Office of Economic and Statistical Research 21/September 2012, Queensland Regional Profiles: Metro South HHS District Report, Queensland Treasury and Trade, Brisbane.

We are fortunate to be able to tap into such diversity of cultures, ideas, skills, traditions and customs in our community. However this diversity also brings with it a number of challenges, such as the health literacy of the community, ensuring our services are welcoming, supporting those with more complex needs, and ensuring our rural communities and those who experience higher levels of disadvantage have equitable access to healthcare.

By working together and learning from each other we can deliver better healthcare outcomes.



I joined this committee to contribute to improving health service delivery for multicultural people including refugee and asylum seekers. The capacity to provide feedback and influence future actions. The committee is a safe environment and all members are respectful and open.

- **Faiza El-Higzi**  
QEII Consumer Advisory Council



I have no desire to 'present' to an audience, or to have my voice heard above the crowd. Rather I would like to sit quietly at a table, as an Elder to listen to the Policy makers and to have some consumer engagement input into any major change of Indigenous Policy directions in Metro South Health.

- **Aunty Ruby Sims**  
Consumer



# Objectives and strategies

## 1

*Build trusting and respectful partnerships with consumers, carers and community to deliver better healthcare outcomes in our region.*

### How we will achieve this:

1. We will develop and implement a framework which will support Metro South Health in becoming a person centred organisation.
2. We will develop a framework which will underpin consumer participation in research (based on the National Health and Medical Research Council Statement on Consumer Involvement in Health and Medical Research).
3. We will strengthen relationships with Members of Parliament, Non-Governmental Organisations, Peak Bodies, Local Government and other key stakeholder networks to help us engage with hard to reach or marginalised consumers and community members.
4. We will acknowledge diversity and embrace inclusivity to make sure everyone in our region feels a part of our healthcare community.
5. We will build awareness and reinforce the Metro South Health brand with hospital and health care staff, consumers, carers and the community.

### Key Performance Indicators:

- » Metro South Health achieves recognition as a person centered organisation through a relevant external third party such as Planetree, Inc., or Health Consumers Queensland, or International Association of Public Participation (IAP2) by 2019.
- » Consumer, carer and community engagement reach is representative of the diversity of the Metro South community.

## 2

*Acknowledge and promote the expertise and value of consumers, carers, and the community.*

### How we will achieve this:

1. We will work with our consumers, carers and the community to define our shared purpose and work with them towards achieving our shared goals.
2. We acknowledge we do not have all the answers and strongly believe we can learn from each other to deliver better healthcare outcomes.
3. We respect and embrace our consumers', carers' and community's different perspectives based on life experiences, background, culture, traditions and beliefs.
4. We will promote the expertise of consumers, carers and the community by regularly profiling consumers in formal engagement roles.
5. End of year celebration and a consumer award as part of Board Chairs Award.

### Key Performance Indicators:

- » 80% or more of the consumers participating in formal engagement roles with Metro South Health on a specific issue report they feel their contribution was valued and resulted in a positive change.
- » Project managers can identify how engagement has improved project outcomes.
- » Projects and/or quality improvement processes include best practice engagement plans and clearly identify the level of influence stakeholders have.

## 3

*Build consumer and community satisfaction with the quality of their interactions with Metro South Health through open, honest and transparent two-way communication*

### How we will achieve this:

1. We will raise awareness for the use of interpreters across all of our facilities to staff and consumers.
2. We will build capacity with our staff, consumers, carers and community to enable effective communication and engagement.
3. We will work with consumers to develop patient information and consumer publications and materials which are easy to understand and provide relevant information.
4. We will provide information that is culturally appropriate in a variety of formats that is fit-for-purpose and easy to understand (we will not assume all customers have access to electronic communication devices).
5. We will ensure consumers have the information they need to effectively interact with Metro South Health either as a consumer managing their own health or as a participant in an engagement activity.
6. We will clearly define where consumers can influence a decision and what the constraints are regarding any issue.
7. We will use a variety of mechanisms to let consumers and community members know how their feedback was used.

<sup>3</sup> C Brach, D Keller, L Hernandez, C Baur, R Parker, B Dreyer et al. Ten attributes of health literate health care organizations. Institute of Medicine, Washington DC, 2012

### Key Performance Indicators:

- » All our facilities exceed the peer group average across all criteria on the Best Practice Australia Patient Satisfaction Survey.
- » 80% or more of the consumers and community members participating in formal engagement roles with Metro South Health on a specific issue report they feel their contribution was valued and resulted in a positive change.

## 4

*Achieve requirements for the National Safety and Quality Health Service Standards for Partnering with Consumers*

### How we will achieve this:

1. We will ensure our governance systems support the involvement of consumers and community members in healthcare design, delivery, measurement and evaluation.
2. We will ensure Metro South Health becomes a 'health literate' organisation<sup>3</sup>.
3. We will partner with consumers in their own health care (to the extent consumers wish to partner with us).

### Key Performance Indicators:

- » All facilities in Metro South Health meet the criteria specified in the National Safety and Quality Health Service Standards – Partnering with Consumers.



## What we will do...

- » Develop an evaluation framework which will measure the impact of consumer and community engagement within Metro South Health.
  - » Provide opportunities for the community to provide feedback into project and strategic priorities through use of listening posts and other mechanisms
  - » Connect with local community groups and organisations to seek input into planning and strategic priorities.
  - » Provide training and capacity building with consumers and staff to enable effective engagement
  - » Establish an ambassador program and provide opportunities to meet with the board, to provide direct access to key decision makers.
  - » Implement an online information and communication platform which will assist the community in getting easy to understand information, in a suitable format when they need it.
  - » Hold bi-monthly workshop which will enable the community to better navigate the health system and manage their own health.
  - » Establish consumer based project teams which will work with staff on specific projects.
  - » Establish a variety of mechanisms to provide feedback to the community about how their feedback has been utilised eg forums, publications, website.
- » Develop and implement a Reconciliation Action Plan.
  - » Continue to deliver multicultural and diversity training to our staff.
  - » Develop and implement a Disability Service Plan which will identify how our services meet the needs of people with disability and prepare our services for the National Disability Insurance Scheme.
  - » Continue to develop and implement the Metro South Health Patient Education and Health Literacy Strategy.
  - » Provide easy access to health information and services and navigation assistance.
  - » Design and distribute print, audiovisual, and social media content that is easy to understand and act on.
  - » Support and provide assistance to consumers, carers, and community to engage with Metro South Health using digital and online products including social media, mobile app technology.
  - » Develop a consumer in research framework.

Appendix 2 shows how these actions align with our Objectives.



I joined the committee to have an opportunity to provide feedback and input in the hospital's policy formulation, priorities and program delivery. I enjoy being part of a group of passionate people, advocating for my community and having a say in the programs to be delivered to the community.

**- Blaise Itabelo**

Logan Beaudesert Hospitals  
Consumer Engagement  
Advisory Committee



Being the co-chair for the Logan Beaudesert Consumer Engagement Advisory Committee has helped me in promoting the consumers role among local stakeholders and increased the number of the consumers participating in that committee...having consumers, stakeholders and health professionals on the committee has helped narrow the gap in communication. We all listen to each other and are all working together to achieve the common goal – improving the health system to achieve consumer centred care.

**- Odette Tewfik**

Logan Beaudesert Clinical Governance Committee,  
Logan Beaudesert Consumer Engagement Advisory  
Committee, QEII Consumer Advisory Council, Logan  
Beaudesert Hospitals Fall Injury & Prevention  
Committee, and Logan Beaudesert Hospitals Pressure  
Injury Prevention Committee



## How we will engage...

Our approach to engagement is consistent with legislative requirements and industry best-practice. Our Principles of Engagement can be seen in Appendix 1. The level of engagement will be determined based on the International Association of Public Participation (IAP2) engagement spectrum. The IAP2 spectrum demonstrates an increasing level of participation from information through to empowerment. A description of the elements of the engagement spectrum is presented in Table 1. This table details the goal of engagement, the level of consumer and community influence and the promise to the community.

“...there is a massive shift going on in health...the world is evolving and patients are becoming more knowledgeable and bringing different skills to the table. Let’s utilise these skills and embed them in the process for planning.

**- Amber Williamson**  
Reland Hospital Patient Safety and Quality Committee and Redland Hospital Consumer Advisory Committee



I joined the Clinical Governance Committee at the PA Hospital two years ago. I’m committed to ensuring consumers have a voice and have the opportunity to give feedback to improve the system and future patient experience.

**- Margaret Deane**  
PAH Clinical Governance Committee  
PAH Fall Injury and Prevention Committee



Table 1: IAP2 Engagement Spectrum and elements explained.

	<i>Inform</i>	<i>Consult</i>	<i>Involve</i>	<i>Collaborate</i>	<i>Empower</i>
<b>Community engagement goal</b>	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
<b>Promise to the community</b>	Metro South Health will keep you informed.	Metro South Health will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input can influence the decision.	Metro South Health will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	Metro South Health will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decision to the maximum extent possible.	Metro South Health will implement what you decide.
<b>Level of consumer/ community influence</b>	Level of consumer/ community influence is nil.	Consumer/ community involvement and influence is low.	Consumer/ community have some influence.	High consumer/ community involvement and influence.	Consumer/ community control.
<b>Engagement tools</b>	<ul style="list-style-type: none"> <li>Website</li> <li>Social media</li> <li>Media</li> <li>Newsletters</li> <li>Fact sheets</li> <li>Displays</li> </ul>	<ul style="list-style-type: none"> <li>Consumer committee meetings</li> <li>Consultation hub surveys</li> <li>Ideas hub challenges</li> <li>Social media</li> <li>Listening posts</li> <li>Discussion papers</li> <li>Submissions</li> </ul>	<ul style="list-style-type: none"> <li>Consumer workshops</li> <li>Virtual town squares</li> <li>Roundtables / forums / conferences</li> <li>Working parties</li> </ul>	<ul style="list-style-type: none"> <li>Ambassador</li> <li>Participatory decision making</li> <li>Advisory committees</li> <li>Taskforces</li> <li>Working parties</li> <li>Ideas hub challenges</li> </ul>	<ul style="list-style-type: none"> <li>Citizen jury</li> <li>Steering committees</li> <li>Quality committees</li> <li>Boards</li> <li>Policy Councils</li> </ul>

# How this strategy fits

## International, National and State-wide

At Metro South Health our consumer and community engagement is guided by trends set internationally, nationally and at the state level. In particular our approach is guided by best practice and tools, resources, frameworks and values developed by the IAP2 (consumer and community engagement) and Planetree (international leaders in person-centred care). At the National and State level, Metro South Health looks to the work of the National Safety and Quality Health Services standards and Health Consumers Queensland to help shape its strategy.

## Industry membership and accreditation

### IAP2

IAP2 is an international member association which seeks to promote and improve the practice of public participation or community engagement, incorporating individuals, governments, institutions and other entities that affect the public interest throughout the world. IAP2 Australasia is the leading public participation Association in Australasia.

## Planetree

Planetree, Inc. is a mission based not-for-profit organisation that partners with healthcare organisations around the world and across the care continuum to transform how care is delivered. Guided by a foundation in 10 components of patient centered care, Planetree informs policy at a national level, aligns strategies at a system level, guides implementation of care delivery practices at an organisational level, and facilitates compassionate human interactions at a deeply personal level.

## Accreditation

Metro South Health's first priorities are the safe and comfortable care for patients and the continuous improvement of clinical outcomes. In order to ensure the highest standard of safety and quality, individual facilities are subject to an external peer assessment of their performance against ten National Safety and Quality Health Service (NSQHS) standards.

All Metro South Health facilities have undergone an accreditation survey by the Australian Council on Healthcare Standards. The facilities met or exceeded every criteria within the accreditation framework, including the NSQHS standards and five non-mandatory standards. The surveys reported a

positive culture of quality improvement and patient-centred care evident across the health service.

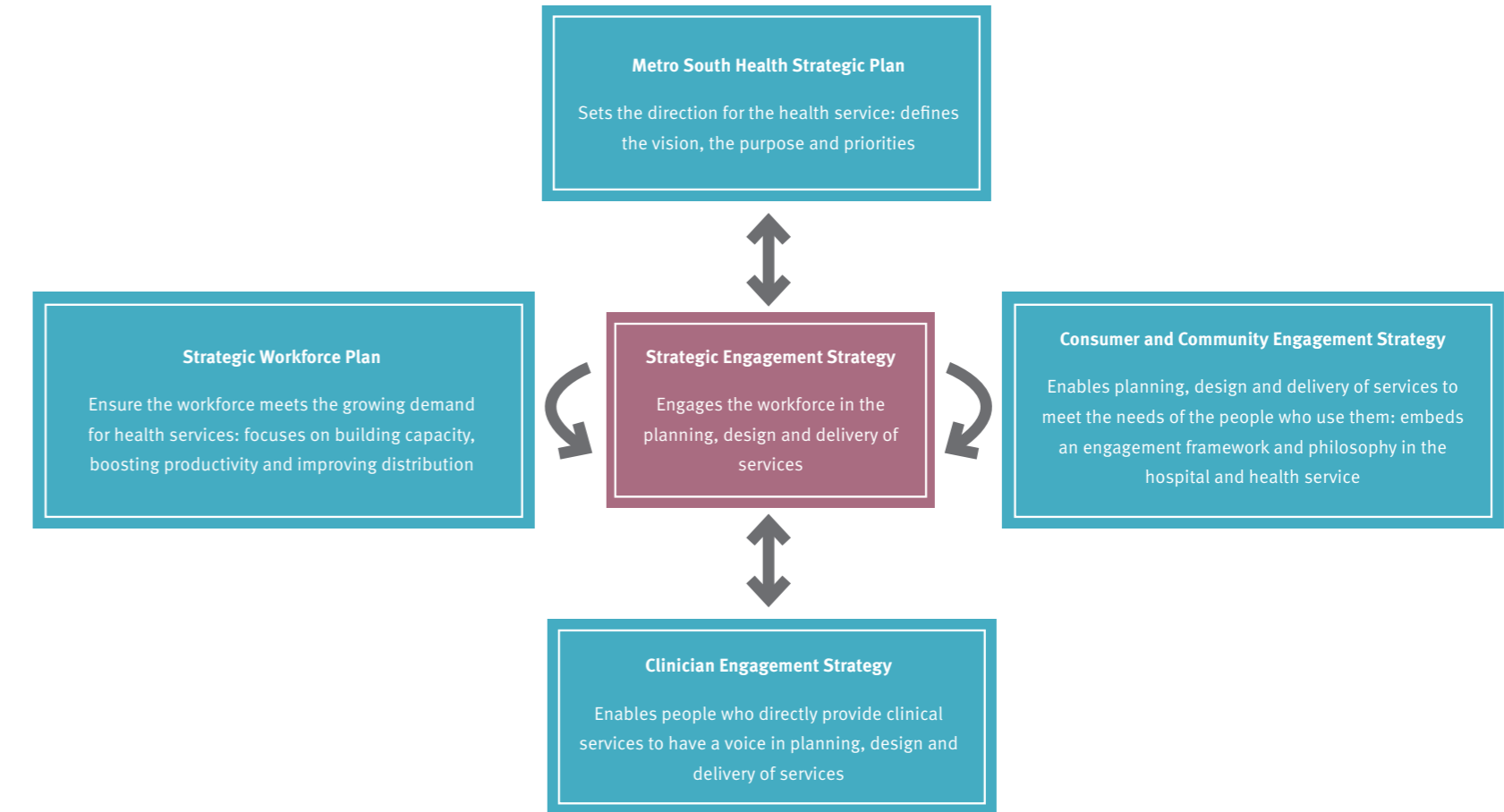
All facilities are fully accredited, and will be reassessed as part of a periodic review in the coming financial year according to its assessment cycle.

## Metro South Health Strategy

Metro South Health's Integrated Planning Framework (Appendix 3) links together interdependent planning activities across the corporate, support and health service delivery functions to achieve alignment with our strategic goals and to improve organisational performance. Collectively, the plans outlined in the Framework help us to meet our strategic objectives. The active engagement and involvement of clinicians, consumers and the broader community is essential to the delivery of services within our region and the achievement of our vision.

An excerpt of the Integrated Planning Framework is detailed in Figure 1. This highlights how Metro South Health's key engagement and workforce plans align with each other and the overarching strategic direction.

Figure 1: Alignment with Metro South Health Strategy



## Linkage with Primary Health Networks

Metro South Health has a Relationship Agreement with the Brisbane South Primary Health Network (PHN). This agreement outlines our common objectives and associated actions that will contribute to the achievement of the best possible health outcomes for the community by ensuring access to the right health services, at the right time and in the right place. We meet regularly with Brisbane South PHN and actively participate in each other's engagement activities to ensure the community is not overburdened with consultation and that information is shared and acted on appropriately.

## How we will track our progress

### Review and Reporting

Metro South Health is required to review the Consumer and Community Engagement Strategy every three years. In addition to formal measure against our KPIs, a dashboard report will be produced annually to monitor the impact of the Strategy. Key measures recorded in the dashboard will include:

- » Patient satisfaction
- » Engagement culture
- » Attraction, retention and turnover of consumers in formal engagement roles
- » Employee satisfaction
- » Clinical outcomes (lower admission rates / shorter length of stay)
- » Health Literate Organisations
- » Patient feedback
- » Number and diversity of consumers formally engaging with Metro South Health through planned activities
- » Effectiveness and satisfaction of consumers on committees

Data will be extracted from the following sources:

- » Metro South Health Staff Culture Survey (2 yearly)
- » Queensland Government Work for Us Survey (annual)

- » Clinician Engagement Survey (annual)
- » Patient Experience Survey (annual)
- » Queensland Health Patient Experience Survey - Maternity (as available)
- » Focus groups and audits
- » Engagement activity database



We have been involved in the last two quality audits and seen the progress and achievement of the PA Hospital. There is a real commitment to consumer engagement and involvement.

**- Margaret Deane**  
PAH Clinical Governance Committee  
PAH Fall Injury and Prevention Committee



# Appendices

## Appendix 1: Principles of engagement

Metro South Health is committed to engaging with our consumers, carers, and the community in a respectful, culturally appropriate and meaningful way.

We use engagement tools that are suitable for our consumers, carers, and the community, the issues at hand and the decisions to be made. Our principles of engagement are based on the IAP2 code of ethics<sup>4</sup> and they guide the development, implementation and evaluation of our engagement.

**Purpose.** We support consumer, carer and community engagement as a process to make better decisions that incorporate the interests and concerns of all affected stakeholders and meet the needs of the decision making body.

**Role of Practitioner.** We will enhance consumer and the community's participation in the decision making process (governance) and assist decision makers in being responsive to the concerns and suggestions of consumers and the community.

**Trust.** We will undertake and encourage actions that build trust and credibility for the process and among all the participants.

**Defining the Role of Consumers, Carers, and the Community.** We will carefully consider and accurately portray the role of consumers, carers and the community in the decision making process.

**Openness.** We will encourage the disclosure of all information relevant to consumer, carers, and the community's understanding and evaluation of a decision.

**Access to the Process.** We will ensure that stakeholders have fair and equal access to the engagement process and the opportunity to influence decisions.

**Respect for Communities.** We will avoid strategies that risk polarizing community interests or that appear to 'divide and conquer'.

**Commitments.** We will ensure that all commitments made to consumers and the community, including those by the decision maker, are made in good faith.

<sup>4</sup> International Association of Public Participation (IAP2) IAP2 Code of Ethics, retrieved 18 September 2012 at <http://www.iap2.org/?8>.

## Appendix 2: How our actions align with our objectives

Objectives Actions	Build trusting and respectful partnerships with consumers, carers and community to deliver better healthcare outcomes in our region	Acknowledge and promote the expertise and value of consumer, carers, and the community	Enhance opportunity for open, honest and transparent two-way communication	Achieve requirements for the National Safety and Quality Health Service Standards for Partnering with Consumers
Develop an evaluation framework which will measure the impact of consumer and community engagement within Metro South Health.	✓	✓	✓	✓
Provide opportunities for the community to provide feedback into project and strategic priorities through use of listening posts and other mechanisms.	✓	✓	✓	✓
Connect with local community groups and organisations to seek input into planning and strategic priorities.	✓	✓	✓	
Provide training and capacity building with consumers and staff to enable effective engagement.	✓		✓	
Establish an ambassador program and provide opportunities to meet with the board, to provide direct access to key decision makers.	✓	✓	✓	

Objectives Actions	Build trusting and respectful partnerships with consumers, carers and community to deliver better healthcare outcomes in our region	Acknowledge and promote the expertise and value of consumer, carers, and the community	Enhance opportunity for open, honest and transparent two-way communication	Achieve requirements for the National Safety and Quality Health Service Standards for Partnering with Consumers
Implement an online information and communication platform which will assist the community in getting easy to understand information, in a suitable format when they need it.			✓	✓
Hold bi-monthly workshops which will enable the community to better navigate the health system and manage their own health.	✓		✓	
Establish consumer based project teams which will work with staff on specific projects.	✓	✓		
Establish a variety of mechanisms to provide feedback to the community about how their feedback has been utilised eg forums, publications, website.	✓	✓		
Develop and implement a Reconciliation Action Plan.	✓	✓		✓
Continue to deliver multicultural and diversity training to our staff.	✓		✓	✓

Objectives Actions	Build trusting and respectful partnerships with consumers, carers and community to deliver better healthcare outcomes in our region	Acknowledge and promote the expertise and value of consumer, carers, and the community	Enhance opportunity for open, honest and transparent two-way communication	Achieve requirements for the National Safety and Quality Health Service Standards for Partnering with Consumers
Develop and implement a Disability Service Plan which will identify how our services meet the needs of people with disability and prepare our services for the National Disability Insurance Scheme.	✓		✓	
Continue to develop and implement the Metro South Health Patient Education and Health Literacy Strategy.	✓		✓	✓
Provide easy access to health information and services and navigation assistance.			✓	✓
Design and distribute print, audiovisual, and social media content that is easy to understand and act on.	✓		✓	✓
Develop a consumer in research framework.	✓	✓		

### Appendix 3: Metro South Health Integrated Planning Framework

